There have been no changes in Digital Government Services for Citizens and Businesses in the reporting year.

**Political Communications**

*Iceland 2020* forms the basis for the Icelandic government’s policy-making and it aims to transform Iceland into one of the top 10 nations on the eGovernment development and eParticipation indexes measured by the United Nations.

**Legislation**

There have been no changes in Digital Government Legislation in the reporting year.

**Governance**

The eGovernment policies are coordinated and supervised by a special project management team, the ‘Information Society Taskforce’, operating under the auspices of the Ministry of the Interior.

**Infrastructure**

Iceland will start using Straumurinn, which is based on the Estonian X-Road platform. It will foster synergies between the different IT systems of public bodies by streamlining and automating the processes for data exchange.

**Digital Government Indicators**

- **Interacting**
  - EU average: 91%
- **Obtaining information**
  - EU average: 74%
- **Downloading official forms**
  - EU average: 54%
- **Sending filled forms**
  - EU average: 80%

Data source: Eurostat (*isoc_bde1Sei*, last updated 15 March 2019).

- **User-centricity**
  - EU average: 91%
- **Transparency**
  - EU average: 72%
- **Citizens cross border mobility**
  - EU average: 37%
- **Business cross border mobility**
  - EU average: 50%
- **Key enablers**
  - EU average: 76%